Casualty Assistance

Capt Kenneth Jones

MR Division (MRC)

04 February 2004

Casualty Section

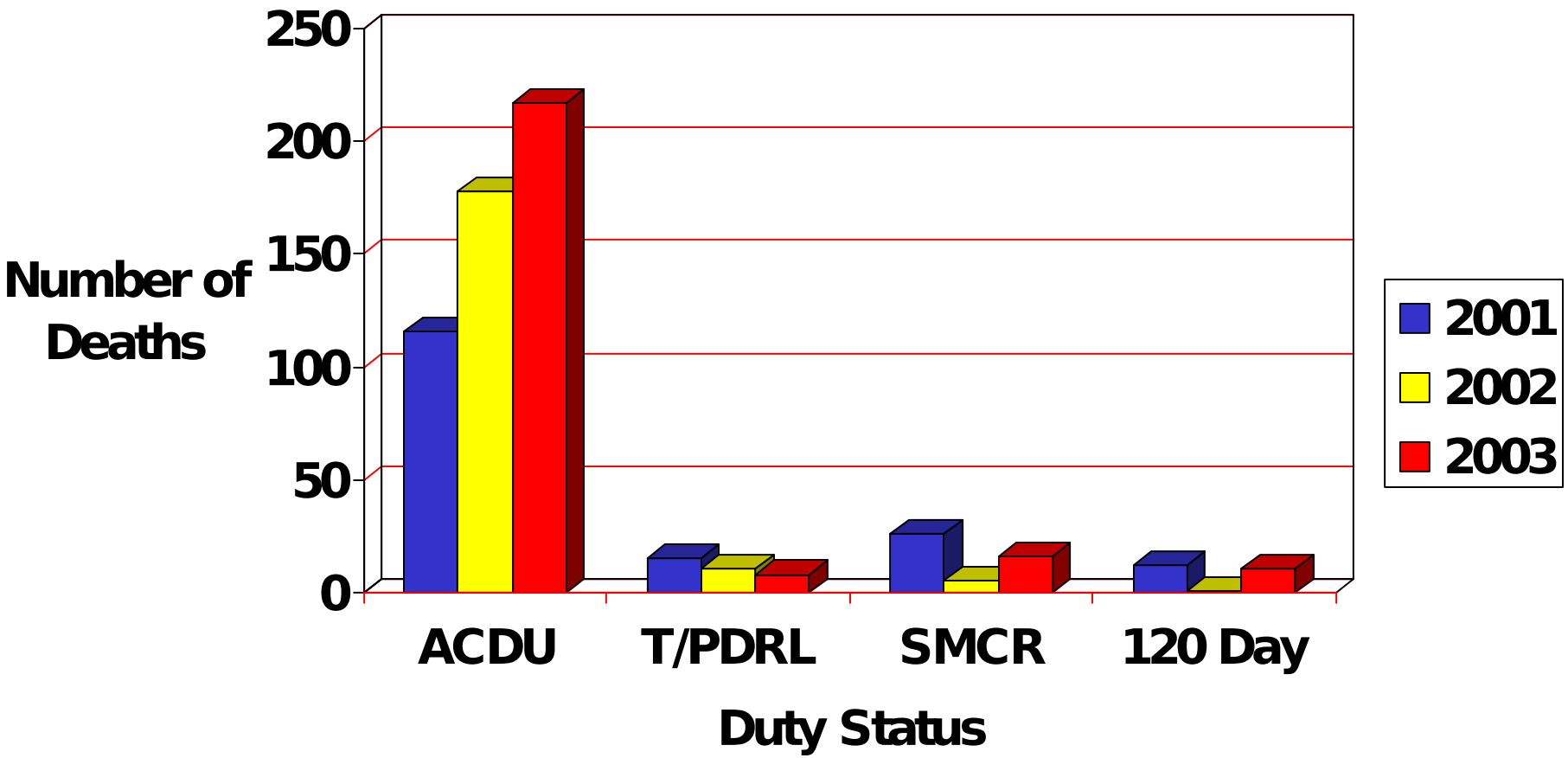
Mission Statement

Under the staff cognizance of the Deputy Director for Programs, Personal and Family Readiness Division, implement, execute and manage the Casualty Assistance Program for the U.S. Marine Corps, which includes providing assistance to Marine Corps families with compassion, dignity and honor.

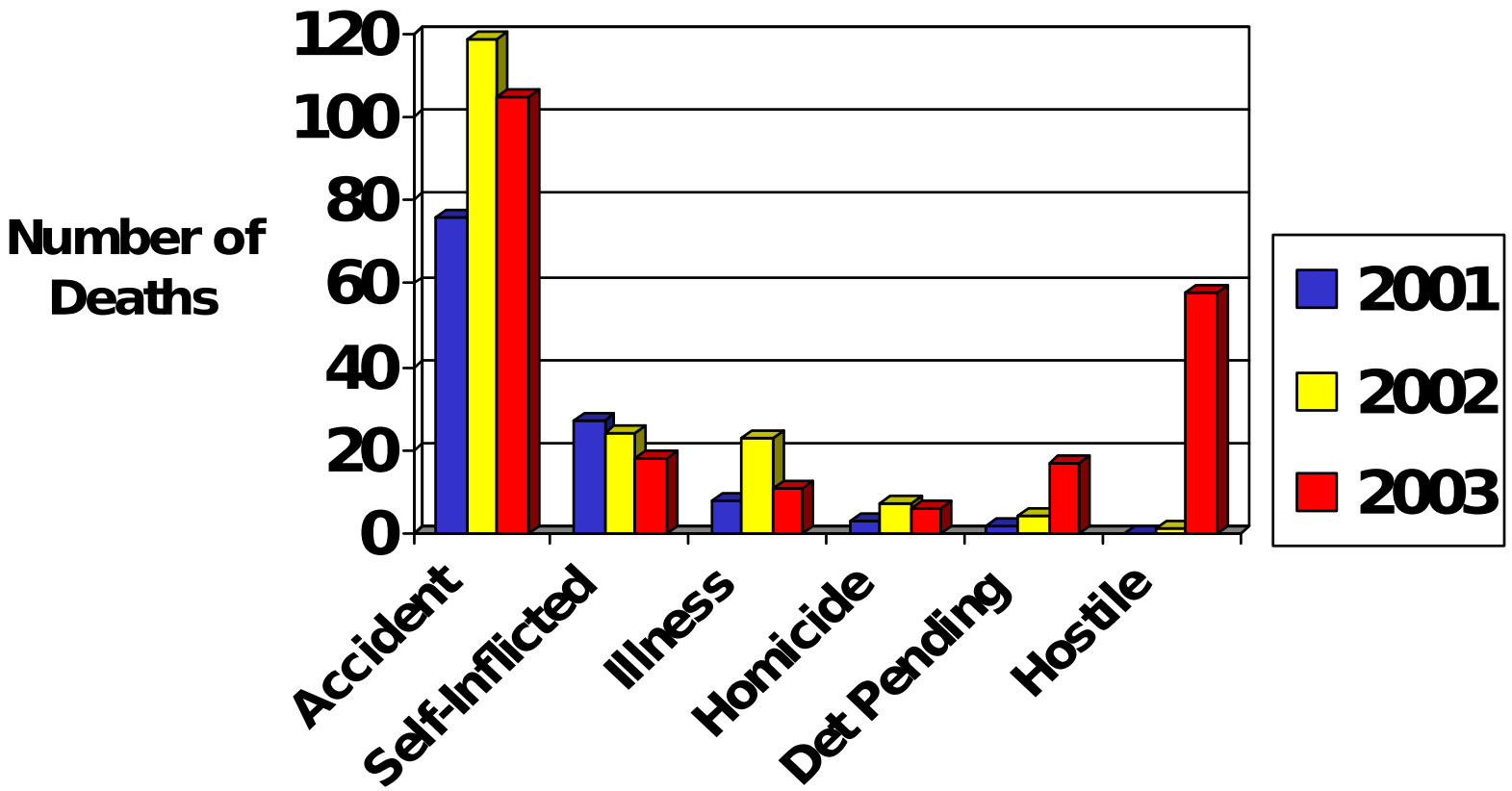
Topics of Discussion

- Casualty Definitions
- CACO Selection
- Notification Procedures
- Benefits
- **OIF-2 Improvements**
- **Funeral Honors**

Marine Deaths CY 01-03

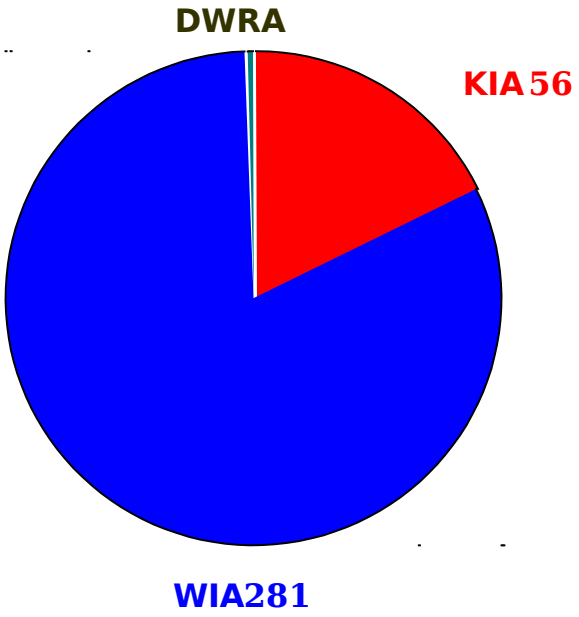


Active Duty Deaths by Manner

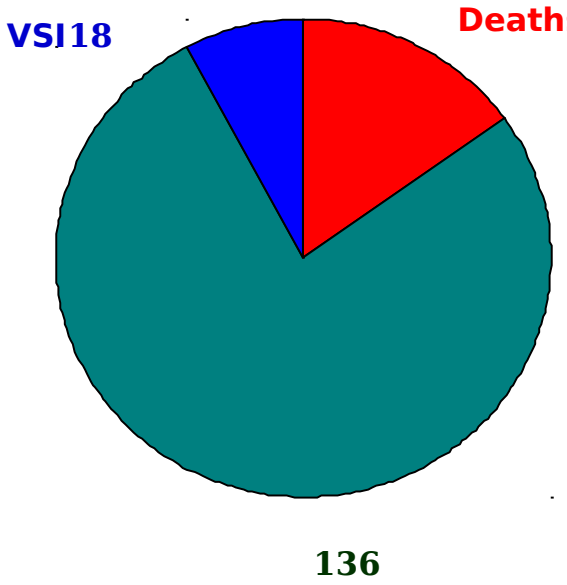


Operation Iraqi Freedom Casualties

HOSTILE



NONHOSTILE



Total Deaths 83
Total Injuries 435
Total Operation Iraqi Freedom Casualties 518

Casualty Definitions

- MCO P3040.4E (MARCORCASPROCMAN)
- Standardized throughout DoD

Casualty

- Any Marine lost to the organization having been declared deceased, DUSTWUN, missing, ill or injured.

Occurs any time…any place!

Casualty Status

- Term used to classify a casualty:
  - Seriously Ill or Injured (SI)
  - Very Seriously Ill or Injured (VSI)
  - Special Patient (SPECPAT)
  - Not Seriously Injured (NSI) (mass only)
  - Duty Status Whereabouts Unknown (DUSTWUN)
  - Missing
  - Deceased

Personnel Casualty Report (PCR)

- **Primary source of information** used in notifying the NOK

UNCLASSIFIED

- Administrative rather than operational
  - Sent immediately to MRC from the reporting unit
  - Contains accurate/verified information
  - Fax advance copy to MRC
  - Supplemental report if necessary

Next of Kin (NOK)

- PNOK - Person most closely related to the casualty (Spouse-married, Parents-single)
  - Normally directs disposition of remains and personal effects
  - Approves release of information to third parties
- SNOK - All other NOK
- PADD - Person Authorized to Direct Disposition of Remains
- PERE - Person Eligible to Receive Personal Effects

NOK Order of Precedence

- Per Title 10 USC
  - Surviving spouse
  - Children (natural, adopted, step)
    - Minors cannot make disposition of remains
  - Parents in order of seniority
    - Unless granted sole custody
  - Brothers/Sisters in order of seniority
  - Grandparents
  - Other relatives in order of relationship

Escort

- Individual assigned to accompany the remains from place of demise to place of burial
  - One escort funded by CMC
  - Is not the Command representative at the funeral—Requires Command funding
  - Travel from OCONUS to CONUS
- Special escort may be requested by NOK and may remain as the Command Rep at funeral

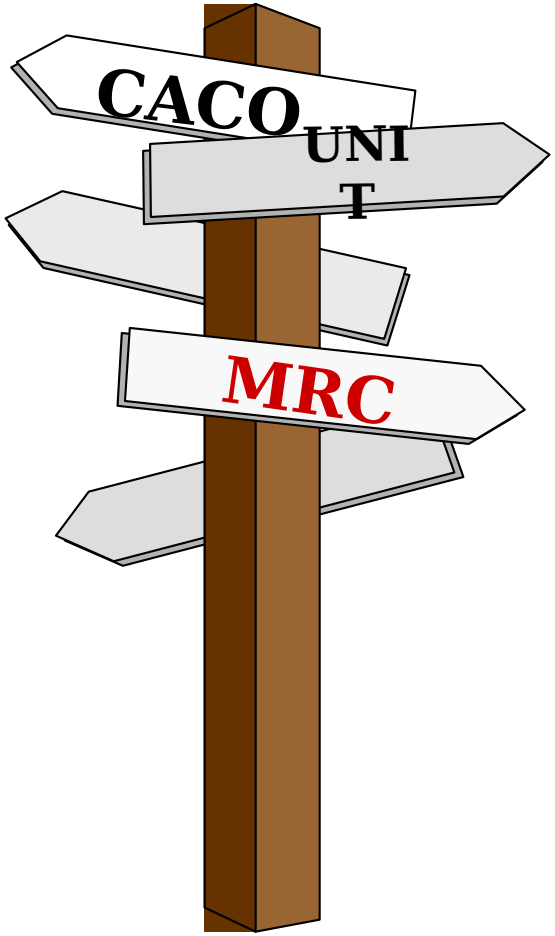
Casualty Assistance Calls Officer (CACO)

- Individual responsible for representing the Commandant and the Marine Corps with the NOK.
- Acts as advisor
  - Serves as liaison with other agencies (VA, SSA)
  - Assists with funeral arrangements
  - Assists with completion/submission of claim forms

CACO Selection

- Unit tasked by MRC
  - Any unit having sufficient assets to provide notification and assistance
- Unit selects and assigns CACO
  - SNCO, Warrant or Commissioned Officer
  - Equal or higher rank than deceased
  - Possesses ability to represent the Marine Corps with the local community

Notification Procedures



- A casualty occurs!
  - Parent Command Actions
  - MRC Actions
  - CACO Actions
- 8 Hours…

Parent Command Actions

- Call MRC IMMEDIATELY (Within 1 hour of incident)
- PCR prepared by first USMC activity learning of casualty (parent command)
- Fax PCR to MRC and release

- Speed becomes essential in communicating information to NOK

MRC Actions

- Obtain signed RED/SGLI/1966/NAVMC 763 from SRB/OQR
- Locate and task closest unit to NOK to provide CACO notification and assistance
  - Bases and Stations
  - I&I Staffs
  - Geographically separated units
  - Recruiting activities

MRC Actions

- Make telephonic contact with CACO
  - Provide immediate guidance/instructions
  - Email CACO Guidebook 2004
- Fax copy of PCR/RED to CACO
- Open case file
- Prepare Casualty Package (CACPac for CACO

CACO Actions

- Contact MRC prior to departure for specific guidance
- Make liaison with the Marine's parent command
- Review and use CACO Checklist and CACO Book 2004
- Prepare business card for the NOK

Notification

- Primary/Secondary next of kin (NOK) of deceased are notified in-person
  - 0500-2400 hrs unless directed otherwise Uniform - Service “Alpha” or Dress Blue
  - Attempt to have a chaplain on notification team
- Telephonic notification to PNOK of injured/ill, CACO provided as required/directed (New Requirement)
- Families are provided all known facts concerning the casualty incident

Benefits

- Death Gratuity (paid by law within 48 hrs)
  - $12,000 (exempt from tax)
  - Retroactive to 2001 Sep 11 (HQMC has Cog)
  - Paid to the PNOK or as designated
    - Married (spouse)
    - Single (children if any or as designated)
- Arrears of Pay (AP) (as designated)
- MGIB
- SGLI (as designated)
- Family SGLI
  - No longer paid by check
  - Prudential Alliance Account

Benefits

- Beneficiary Financial Counseling Services

- Burial Allowances
  - Mortuary Affairs (MMSO) Great Lakes, IL
  - Funeral and/or Interment Expenses ($6,075)
    - Primary - $1,750 (prepare and encase)
    - Secondary – (burial) $4,325 (pc) $3,000 (nc)
  - Headstone or Marker (DoVA)
  - Flag Case (MMSO)
  - Marine Corps Floral Tribute ($81.00)

Benefits

Joint Federal Travel Regulations (JFTR)

- Invitational Travel Orders (ITO)
  - Travel to Bedside
    - Serious or worse condition determined by doctor
    - Two family members
    - Transportation only….no per diem!
    - Wartime Supplemental Act – Per Diem Effective through 30 Sep 04 (OIF/OEF/Operation Nobel Eagle ONLY)
  - Travel to Burial
    - Spouse and children (if none, parents)
    - 4 days per diem (2 travel days, plus 2 days at place of burial)

Benefits

- Transportation of Family Members (PCS)
- Household Goods/Personal Effects
- Basic Allowance for Housing (BAH) – 180 days
- ID Card
- Survivors Benefit Plan (SBP)
- Dependency and Indemnity Compensation (DIC) – paid by DoVA

Benefits

- Social Security Benefits
- Income Taxes
- Educational Opportunities
- Benefits paid to minors are governed by state law

Benefits vary from case-to-case

OIF-2 Improvements

Lessons Learned

Casualty Reporting OIF-2

- MCO P3040.4E, dtd 21 Feb 03, defines Personnel Casualty Report (PCR)
  - Unclassified DMS message containing up to 27 line items of data
  - Msg sent to variety of organizations based on Casualty Category (deceased/injured)
- OIF Lessons Learned
  - PCR demands are too data intensive for forward deployed units
  - DMS Message slow, sometimes unavailable
  - Need to reduce data and increase use of e-mail

Casualty Reporting OIF-2

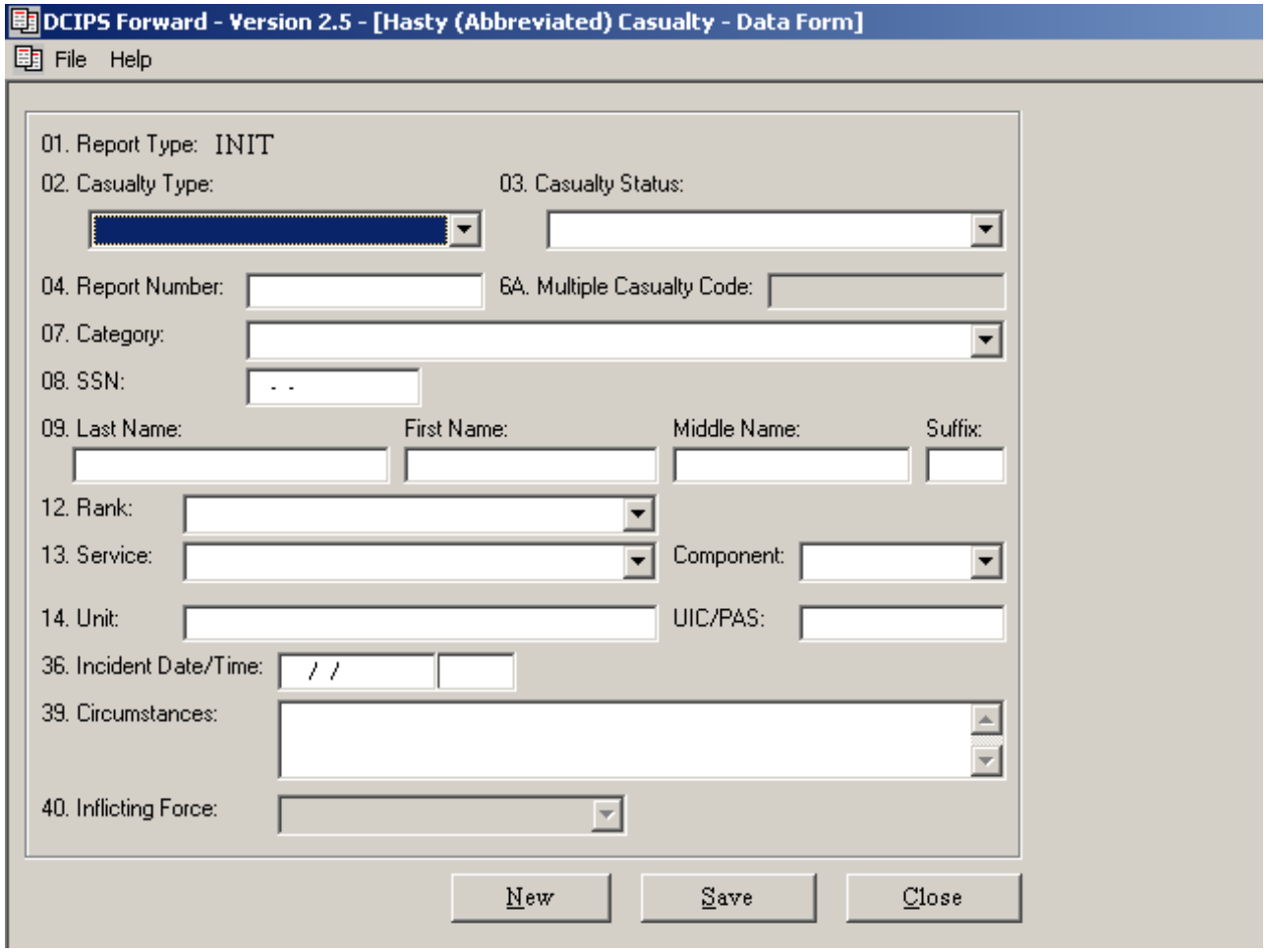
- DCIPS-Forward v3.1
  - DoD sponsored software, downloadable
  - Visual Basic, Client Based, MS Access DB
  - Generates text PCR that can be sent via email
  - Used to report all Marine Casualties, per MCO
  - Provides “Autoload” capability at HQMC
- System Requirements
  - Pentium 133 Processor
  - Window 95, Internet Explorer 5.5
  - 30 Megs hard-drive space

Casualty Reporting OIF-2 (Cont)

- Deployed to level designated by deploying Commander--recommend MSC level
- Most of PCR is created via drop down boxes
- Reduces data entry to 13 items for deployed units (Identification and incident info)
- Rear party units report supplemental information
- Email (NIPERNET) is used to send PCR

DCIPS-Forward Report Screen

Records Marine ID and Incident information



DCIPS-Forward PCR

Printed item labels to ensure readability

(01) Report Type: INIT

(02) Casualty Type: HOSTILE

(03) Casualty Status: DECEASED

(04) Report Number: 03-00002

(07) Category: MILITARY/

(08) SSN(New/Old): 123-45-5678/

(09) Name(Last/First/Middle/Sfx): BROWN/JAMES/ALLEN/III

(12) Rank: PFC

(13) Service/Component: UNITED STATES MARINE CORPS/REGULAR

(14) Organization/Station: 3DMARDIV, CAMP LEJEUNE, NC 66666 {WOLSO9}

(36) Date/time of Incident: 20031103/0600//

(39) Circumstances: SNM WAS STRUCK BY SHRAPNEL FROM AN ENEMY ROCKET PROPELLED GRENADE WHILE ON PATROL NEAR TIKRIT, IRAQ. HE WAS MEDEVAC TO 28TH COMBAT SUPPORT HOSPITAL AND PRONOUNCED DECEASED.

(40) Inflicting Force: ENEMY FORCES

(61) Additional Remarks: NONE SUBMITTED AT THIS TIME

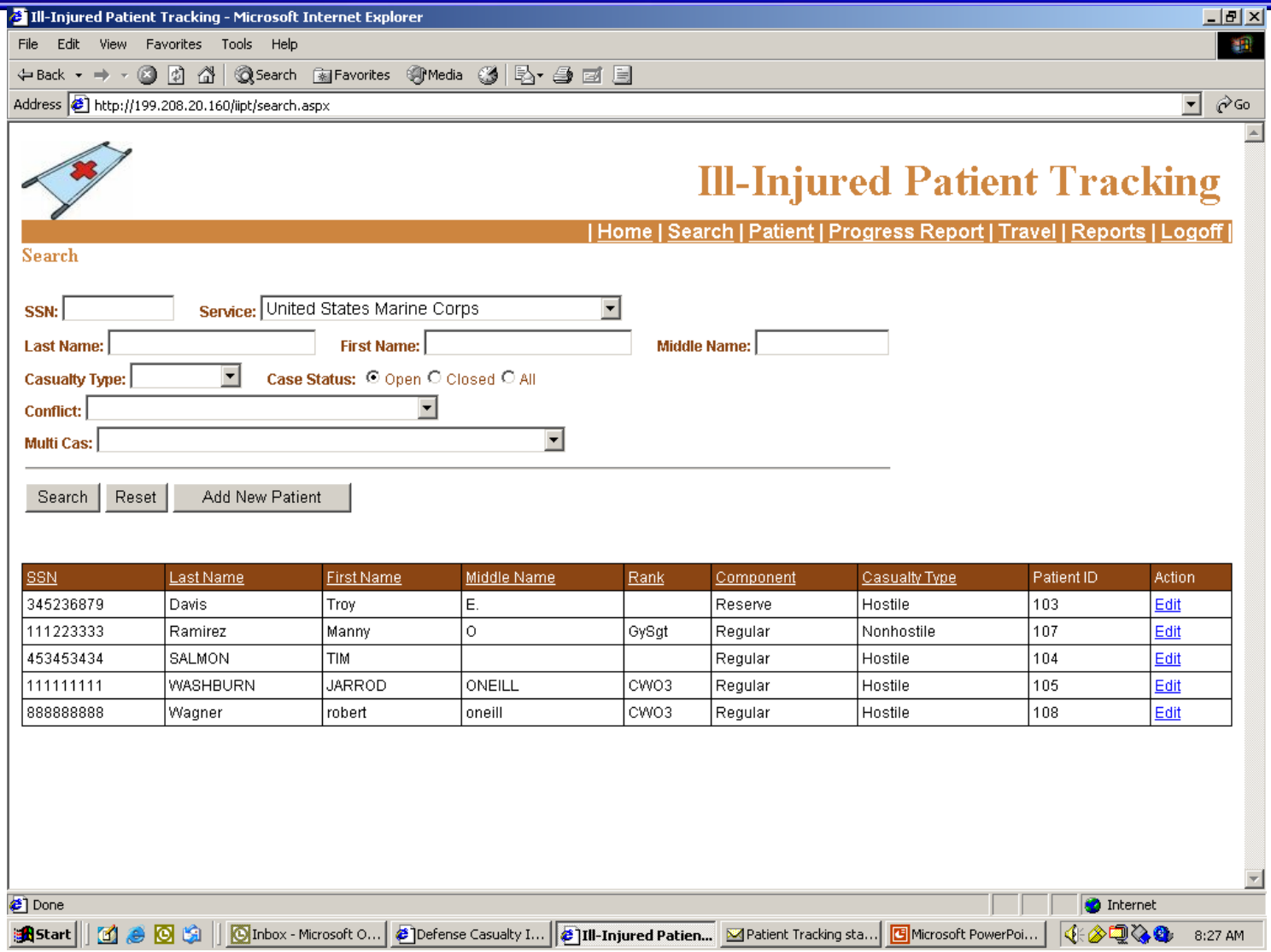
Tracking Injured/Ill

- Patient Tracking
  - TRANSCOM Regulating and Command & Control Evacuation System (TRAC2ES)
  - TRAC2ES designed for Patient Movement not Patient Tracking
  - Numerous websites developed during OIF to track Marines in medical pipeline
- New DoD Sponsored Website
  - Designed to track all Marines in medical pipeline
  - MARFOREUR website used as model
  - Will require vigilance of Patient Administration Teams (PAT's) at all medical facilities

Tracking Injured/Ill (Cont)

- WWW website linked to USMC Casualty Database (DCIPS)
- Displays all injured/ill reported via PCR
- Allows PAT's to edit/enter all others in medical pipeline—No PCR required
- ID/Password controlled
- Provides reports on Marines pending movement (flight arrangements)
- Commanders at all levels have visibility of their Marines

Tracking Injured/Ill (Cont)


Ill-Injured Patient Tracking - Microsoft Internet Explorer
File Edit View Favorites Tools Help
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Address http://199.208.20.160/iipt/search.aspx
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| Home | Search | Patient | Progress Report | Travel | Reports | Logoff |
Search
SSN:
Service: United States Marine Corps
Last Name:
First Name:
Middle Name:
Casualty Type:
Case Status: Open Closed All
Conflict:
Multi Cas:
Search Reset Add New Patient
SSN | Last Name | First Name | Middle Name | Rank | Component | Casualty Type | Patient ID | Action
345236879 | Davis | Troy | E. | | Reserve | Hostile | 103 | Edit
111223333 | Ramirez | Manny | O | GySgt | Regular | Nonhostile | 107 | Edit
453453434 | SALMON | TIM | | | Regular | Hostile | 104 | Edit
111111111 | WASHBURN | JARROD | ONEILL | CWO3 | Regular | Hostile | 105 | Edit
888888888 | Wagner | robert | oneill | CWO3 | Regular | Hostile | 108 | Edit
Done
Internet
Start
Inbox - Microsoft O...
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Patient Tracking sta...
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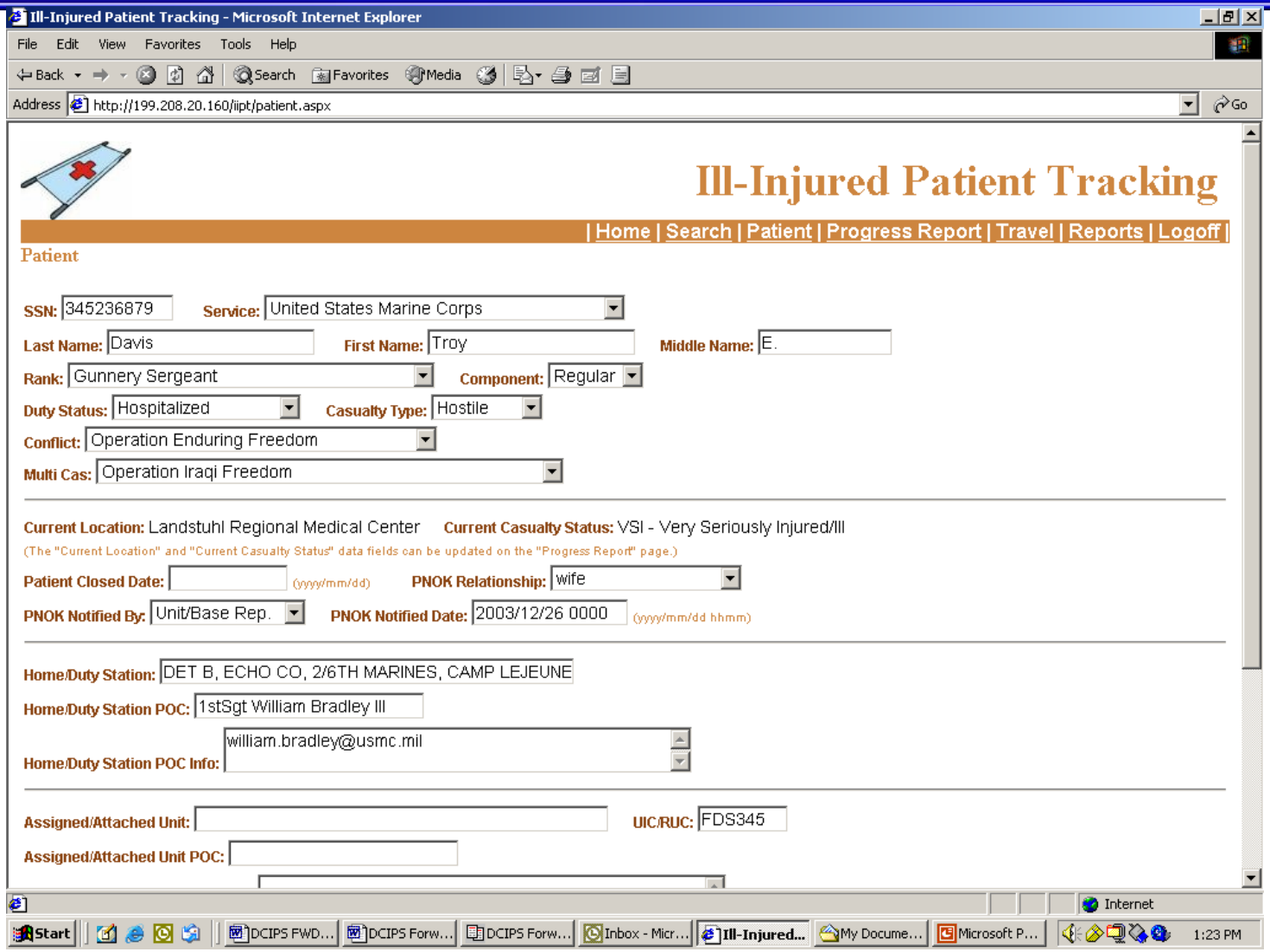
8:27 AM

Tracking Injured/Ill (Cont)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Back Search Favorites Media
Address http://199.208.20.160/iipt/patient.aspx
Go
Ill-Injured Patient Tracking
| Home | Search | Patient | Progress Report | Travel | Reports | Logoff |
Patient
SSN: 345236879
Service: United States Marine Corps
Last Name: Davis
First Name: Troy
Middle Name: E.
Rank: Gunnery Sergeant
Component: Regular
Duty Status: Hospitalized
Casualty Type: Hostile
Conflict: Operation Enduring Freedom
Multi Cas: Operation Iraqi Freedom
Current Location: Landstuhl Regional Medical Center
Current Casualty Status: VSI - Very Seriously Injured/Ill
(The "Current Location" and "Current Casualty Status" data fields can be updated on the "Progress Report" page.)
Patient Closed Date: (yyyy/mm/dd)
PNOK Relationship: wife
PNOK Notified By: Unit/Base Rep.
PNOK Notified Date: 2003/12/26 0000 (yyyy/mm/dd hhmm)
Home/Duty Station: DET B, ECHO CO, 2/6TH MARINES, CAMP LEJEUNE
Home/Duty Station POC: 1stSgt William Bradley III
Home/Duty Station POC Info: william.bradley@usmc.mil
Assigned/Attached Unit:
UIC/RUC: FDS345
Assigned/Attached Unit POC:
Internet
Start
DCIPS FWD...
DCIPS Forw...
DCIPS Forw...
Inbox - Micr...
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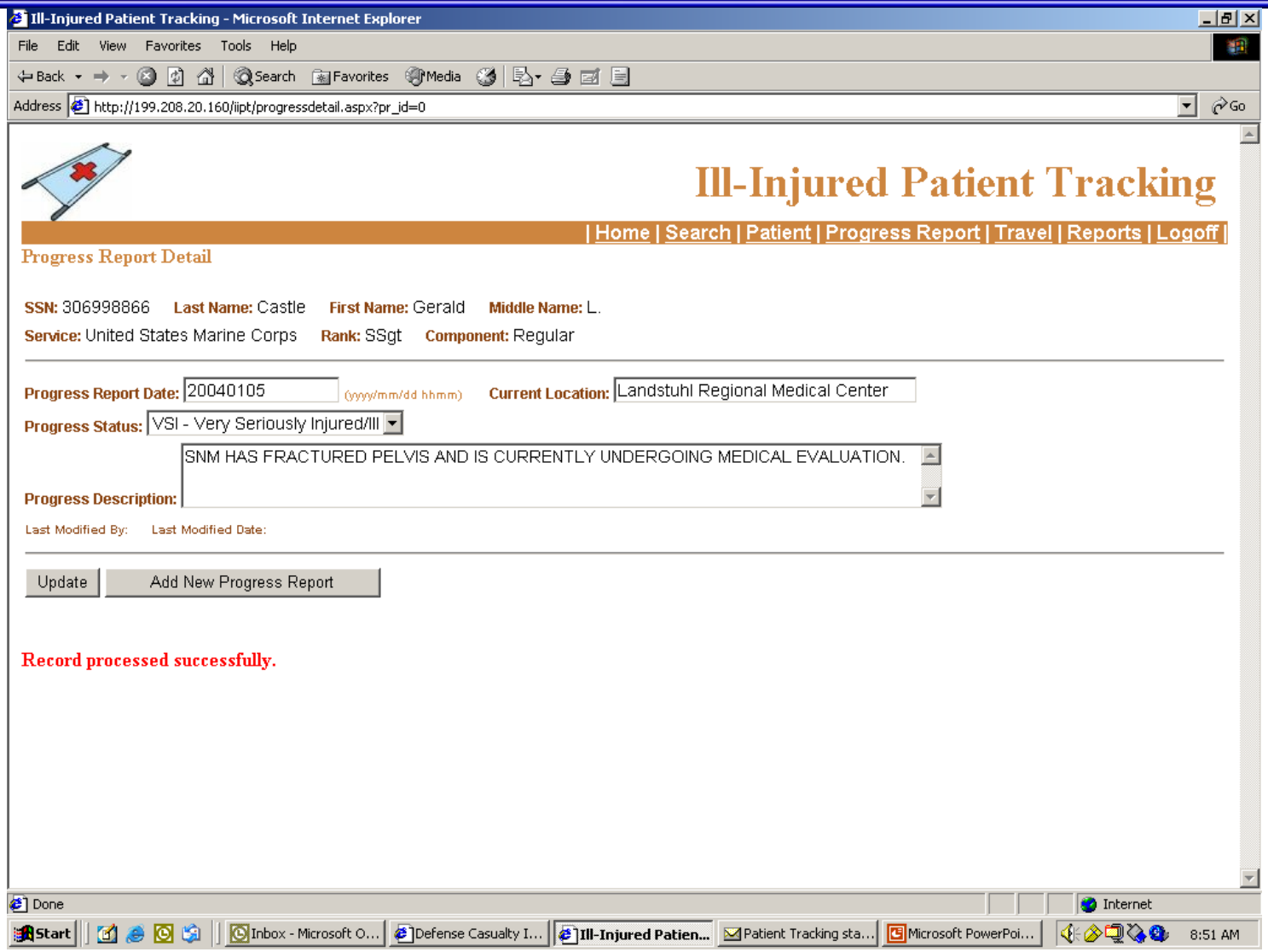
Tracking Injured/Ill (Cont)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Address http://199.208.20.160/iipt/progressdetail.aspx?pr_id=0
Go
Ill-Injured Patient Tracking
| Home | Search | Patient | Progress Report | Travel | Reports | Logoff |
Progress Report Detail
SSN: 306998866 Last Name: Castle First Name: Gerald Middle Name: L.
Service: United States Marine Corps Rank: SSgt Component: Regular
Progress Report Date: 20040105 (yyyy/mm/dd hhmm) Current Location: Landstuhl Regional Medical Center
Progress Status: VSI - Very Seriously Injured/Ill
Progress Description: SNM HAS FRACTURED PELVIS AND IS CURRENTLY UNDERGOING MEDICAL EVALUATION.
Last Modified By: Last Modified Date:
Update
Add New Progress Report
Record processed successfully.
Done
Internet
Start
Inbox - Microsoft O...
Defense Casualty I...
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Patient Tracking sta...
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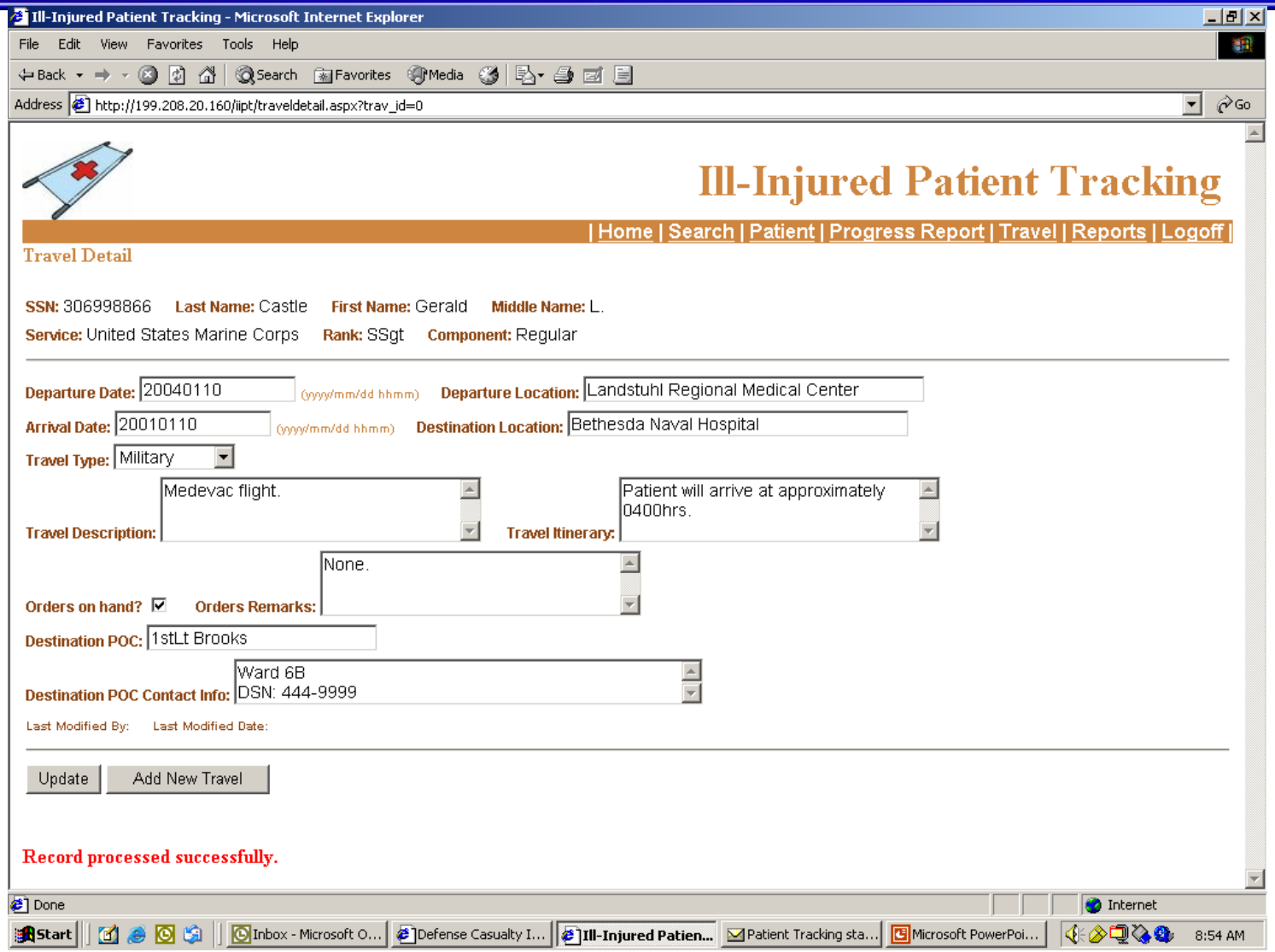
Tracking Injured/Ill (Cont)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Address http://199.208.20.160/iipt/traveldetail.aspx?trav_id=0
Go
Ill-Injured Patient Tracking
| Home | Search | Patient | Progress Report | Travel | Reports | Logoff |
Travel Detail
SSN: 306998866 Last Name: Castle First Name: Gerald Middle Name: L.
Service: United States Marine Corps Rank: SSgt Component: Regular
Departure Date: 20040110 (yyyy/mm/dd hhmm) Departure Location: Landstuhl Regional Medical Center
Arrival Date: 20010110 (yyyy/mm/dd hhmm) Destination Location: Bethesda Naval Hospital
Travel Type: Military
Travel Description: Medevac flight.
Travel Itinerary: Patient will arrive at approximately 0400hrs.
Orders on hand?
Orders Remarks: None.
Destination POC: 1stLt Brooks
Destination POC Contact Info: Ward 6B DSN: 444-9999
Last Modified By: Last Modified Date:
Update
Add New Travel
Record processed successfully.
Done
Internet
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Inbox - Microsoft O...
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Funeral Honors

The Last to Let You Down

CHARLES F. MURPHY
LT. COL., INFANTRY
UNITED STATES ARMY
FEB. 27, 1914 — MARCH 20, 1968
BELOVED WIFE
MARGARET E. MURPHY
1ST LT., U.S. ARMY NURSE CORPS
OCT. 30, 1920 — JAN. 30, 1962

Funeral Honors

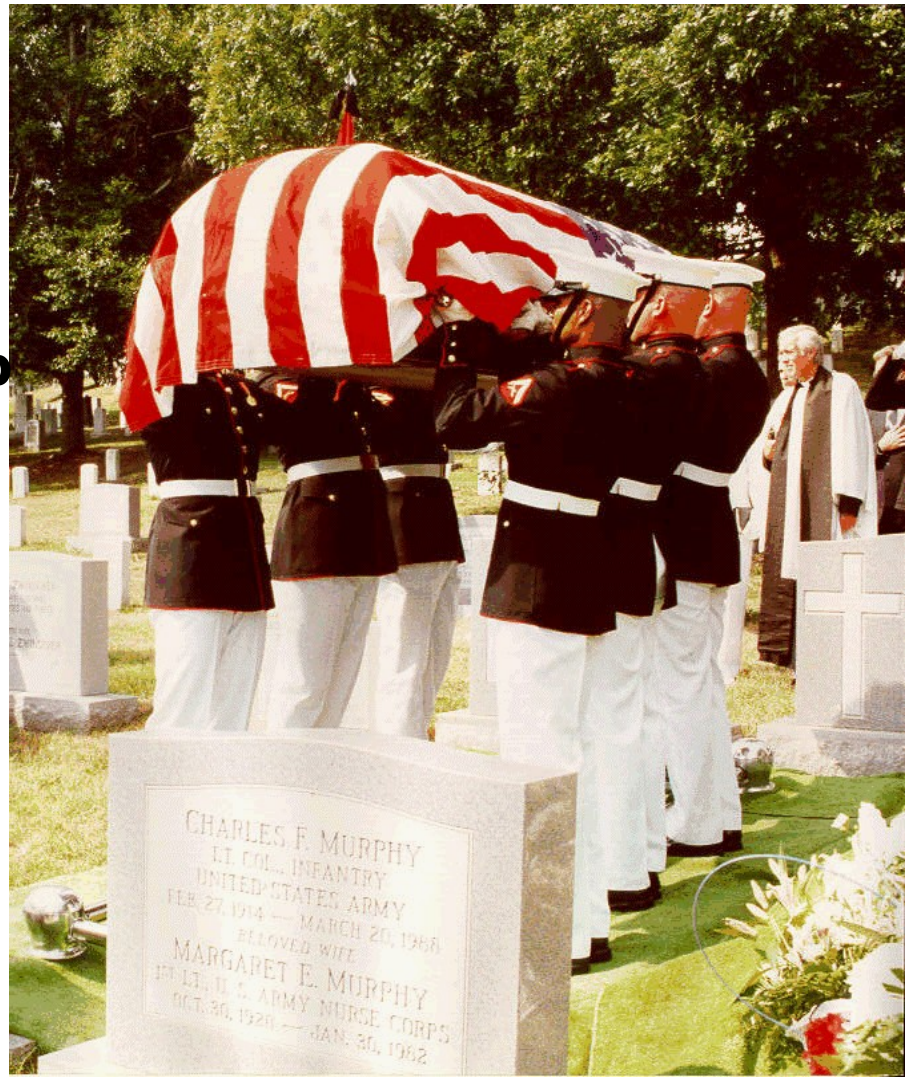
- **Tradition vs Policy**
  - For 200 plus years… “within the constraints of available resources”
  - “The Marine Corps is committed to paying final tribute to a Marine’s service to our country by providing military funeral honors upon request of the next of kin.”
  - “No one says no, but the CMC”
- **Eligibility**
  - All Active, Reserve, Retired, Veteran Marine’s or personnel assigned to Marine units whose last service was honorable

Funeral Honors

- **The Law**
  - National Defense Authorization Act - FY 00
  - Effective 1 Jan 2000
    - An entitlement
    - Honor guard detail of not less than 2 service-members
- Toll Free number
  - www.militaryfuneralhonors.osd.mil
  - 1-866-826-3628
- Ceremonial Bugle
  - www.ceremonialbugle.com

Taking Care of Our Own

Operations Officer
Captain Kenneth Jones
Operations Chief
Gunnery Sergeant Cindy Grubb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HQMC Contact Information:

HQMC, M&RA, 3280 Russell Road,
Attn: MRC, Quantico, VA 22134-5103

Phone: (703) 784-9512 DSN: 278

Fax: 4134/9823

Toll Free: 1-800-847-1597